IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Michael Wayne Brown, et al. **Serial No.: 10/015,266** Filed: 12/12/2001 Title: HOLD QUEUE WAIT ESTIMATIONS Atty Docket: AUS920010825US1	: Before the Examiner: : Marie C. Ubiles : Group Art Unit: 2642 : IBM Corporation (AP) : c/o Amy J. Pattillo : P.O. Box 161327 : Austin, Texas 78716

AMENDMENT AFTER ALLOWANCE UNDER 37 CFR 1.312

Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Applicants submit this amendment after allowance under 37 CFR 1.312, filed before or with the payment of the issue fee, and respectfully request entry of the amendment and timely issue of the application.

Applicants respectfully request amendment of claim 25, from the listing of claim 25 in the Examiner's amendment attached to the Notice of Allowance dated 12/12/2005, to read as follows. Applicants respectfully note that the amendment is requested to correct typographical errors in the claims and not to change the scope thereof.

25.   (Currently Amended) A computer program product for estimating wait times within a hold queue, said computer program product comprising:

    a recording medium;

    means, recorded on said recording medium, for receiving a plurality of calls at a call center, wherein each caller associated with a call from among said plurality of calls is identified by an authenticated caller identifier;

    means, recorded on said recording medium, for retrieving, for each caller according to said authenticated caller identifier, a caller profile from among a plurality of

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caller profiles, wherein each of said plurality of caller profiles indicates a previous call center usage history for each said caller;

means, recorded on said recording medium, for estimating a plurality of call times individually for each of said plurality of calls based on said previous call center usage history for each said caller;
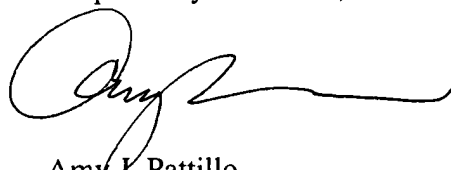
means, recorded on said recording medium, for positioning a particular call received from a particular caller at said call center within a hold queue; [[and]]

means, recorded on said recording medium, for estimating a wait time in said hold queue for said particular call according to said plurality of call times individually estimated for said plurality of calls within said call center; and

means, recorded on said recording medium, for adjusting a selection of an output interface to which said wait time is output based on an amount of time remaining in said wait time, wherein at a first amount of time remaining in said wait time said wait time is output to a first output interface and at a second amount of time remaining in said wait time said wait time is output to a second output interface.

In conclusion, Applicants respectfully request entry of the amendment under 37 CFR 1.312 and timely issuance of a notice of allowance. No additional fee is believed to be necessary; however, in the event that any additional fee is required, please charge it to IBM Corporation Deposit Account No. 09-0447.

Respectfully submitted,

3/9/06

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